

# Corporate Social Responsibility

at SolutionsPT



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## Who we are?

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### Our roots and mission

For more than 35 years our mission has been to help drive continuous improvement and success for our customers and partners through the identification and deployment of world class digital solutions, working closely with them to achieve improved efficiency, profitability, and competitiveness.

But we've never just been about selling technology. We deliver real solutions that work, via first-class systems integrators – by taking the time to understand our customers' challenges, capabilities and potential.

Our vision is for EVERY industrial enterprise to successfully harness digital technology to maximise their human potential and achieve excellence in engineering, operations and asset management. We work with commitment, pride and enthusiasm to deliver success and lifetime value in the solutions we apply and manage. We are in it for the long haul and support our customers throughout their continuous improvement journey.

### Digitally transforming industry for a more sustainable future

We believe that digital transformation is a powerful force for good for the future of industry, the people who work in industry, and for humanity.

Our vision for digital transformation is that it can be successfully applied by every industrial enterprise and that it can be simply and effectively achieved in a step-by-step approach that delivers return on investment at every stage.

## Who we are? (page 2)

### Our people are the difference

Our success is founded upon a company culture that supports and celebrates continuous pursuit of knowledge, insight and understanding. We embrace and support a diverse, equitable and inclusive culture for our people. And, through our various charitable activities, we strive to share those core values with our communities.

### Business ethics and environmental sustainability

We demonstrate ethical business practices and manage the environmental impacts of our operations in line with the highest standards. We always conduct business with integrity and respect to human rights and we expect no lesser standards from our suppliers and business partners.

## About This Report

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SolutionsPT is a leading industrial IT solutions partner and our mission is to help drive continuous improvement and success for our customers and partners through the identification and deployment of world class digital solutions. We seek to sustain a business that is successful and respected in its ethical standing by our stakeholders. These include customers, clients, investors, partners, suppliers, and the community.

The targets and measures in this report represent the full suite of our public corporate responsibility commitments and achievements.

In this report, we cover SolutionsPT fiscal year 2021 (Sept 1, 2020 through August 31, 2021), with the exception of calendar year 2020 data for the Diversity, Equity and Inclusion, Environmental Impact and Charitable and community work sections. We will refer to the fiscal year as FY21 and the calendar year as CY20 for the rest of the report. For news, updates and more detail about SolutionsPT, please visit [solutionspt.com](https://solutionspt.com).

## Message from John Bailey

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We know that the running of our business will, in many ways, affect our place of work, the community and the wider environment in which we operate. We believe that the way we run our business can and should make a positive difference in these areas and we aim to ensure that continued efforts are made to achieve that goal. We want to be a responsible business that meets the highest standards of ethics and professionalism.

We embrace the role our business plays on a day-to-day basis in contributing to a better society and incorporate environmental and social concerns into our planning and operations by being:

- **Trustworthy:** Operating with a sense of morality and truthfulness
- **Reliable:** Acting with consistency, being dependable for our customers and colleagues
- **Respectful:** Conducting ourselves with dignity and respecting others privacy
- **Fair:** By accepting others, ensuring equality and that best practice is followed
- **Careful:** Ensuring we abide by legislation and are caring for others

Our Corporate Social Responsibility report outlines our commitments and incorporates our core values and behaviours. I'm proud to share with you all the progress we've made towards building an even more sustainable and responsible business throughout the last year but know there is only more greatness to come.

## Message from John Bailey (page 2)

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On a final personal note, I'd like to highlight the massive importance our people and company culture plays in our continued success. We support and celebrate the continuous pursuit of knowledge, insight and understanding.

Making what is possible into something real for our customers requires understanding and expert implementation of the best hardware and software available by the best systems integrators, and crucially, that must be combined with a deep understanding of the customer's goals, a problem-solving mentality and a commitment to success throughout the whole lifecycle of the solution. We're delighted to have also been recognised this year externally for providing the environment in which our people can thrive by both Investors in People and Best Companies.

After over 35 years at the helm of this business, I am both honoured and humbled to see the energy and commitment our people give to supporting our vision for digital transformation success for every enterprise.

**|** John Bailey, Executive Chairman at SolutionsPT

## Digitally transforming industry for a more sustainable future

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We believe that digital transformation is a powerful force for good for the future of industry, the people who work in industry, and for humanity.

We work with our partners and suppliers to support the digital transformation of industrial companies across the UK and Ireland, and the opportunities for driving climate-related improvements are significant. By providing real-time energy data and supporting improved operational efficiency we have the potential to help our customers to cut their energy consumption and emissions.

Our largest partner, AVEVA, a global leader in engineering and industrial software, this year joined the United Nations Global Compact and the UN Global Compact Network UK — a voluntary leadership platform for the development, implementation, and disclosure of responsible business practices. They have joined thousands of other companies around the globe committed to taking responsible business action to create a more sustainable world.

### Our Customers Success is our Success

Through a consultative, knowledge-sharing partnership with customers, we work with commitment, pride, and enthusiasm to deliver success and lifetime value in the solutions we apply and manage.

We measure customer satisfaction through our Net Promotor Score (NPS) and use the results to gauge customer loyalty, satisfaction, and enthusiasm and improve our service and customer support. We achieved a Net Promotor Score of 55.78% for FY21.

## Our people are the difference

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Our success is founded upon a company culture that supports and celebrates continuous pursuit of knowledge, insight and understanding. We hold the 'Investors in People Platinum Status' for people management and have been listed in the '100 Best Small/Medium Companies to Work For' for over 10 years.

Our people are our point of difference, our attitude to other people, our approach to the human factor. Our ability to help our customers, our staff and our valued systems integrators, to ensure they have the skills to implement our solutions.

### Diversity, Equity and Inclusion

We are committed to providing an environment of equal opportunities for all members of our workforce. No account of any of the protected characteristics set out in the Equality Act 2010 shall be taken to a detrimental effect in any decision involving recruitment, promotion, provision of facilities etc.

## Our people are the difference (page 2)

### Advancing women in Technology

We're committed to sustaining a fair representation of women in our workforce.

- 36% of our workforce are women
- 12% of staff were promoted internally in the last 3 years
- 45% of those internal promotions were women
- 37.5% management roles are held by women

% of staff promoted internally last 3 years	2018 = 13% 2019 = 11% 2020 = 12%
% of internal promotions that were female	2018 = 27% 2019 = 40% 2020 = 45%
% of Female Managers	2018 = 42% 2019 = 33% 2020 = 37.5%
Female % of Company	36%

## Our people are the difference (page 3)

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### Workforce Development

We recognise the importance of education in our community and supporting individuals during this process is key to advancement. We actively encourage our employees to take up training and development courses, usually funded by ourselves, and we offer a number of work experience placements and internships for students at local schools, Further Education colleges and Universities.

This year we were reassessed by Investors in People and achieved Platinum Status. Only 2% of Investors in People organisations achieve platinum. This means that every single person at SolutionsPT is involved in supporting each other and are doing their best to make work better.

We also achieved a 3-star rating from Best Companies, following an independent survey of colleagues on categories including Leadership, Wellbeing, Giving something back, Personal growth, My manager, My company, My team and Fair deal. We were listed as the UK's 38th Best Mid-sized Company to Work For, 15th Best Technology Company to Work For and the North West's 31st Best Company to Work For. We have been on the list of Top Companies to work for lists for over 10 years now.

## Our people are the difference (page 4)

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### Apprentice Academy

In partnership with Universities and Apprenticeship providers we launched our Apprentice Academy, providing Apprenticeships from level three all the way to full Bachelors and Masters degrees.

Throughout the course, each apprentice works with both a company manager and a mentor – and is tasked with a collaborative project that they present to the company. They are also supported with personal development via Dale Carnegie Training Programmes, monthly check in meetings with Senior Management, University attendance and regular HR Reviews.

We currently have 7 employees within the Apprentice Academy who have access to their own Intranet Site and Teams site to collaborate and keep up to date with information.

*“We recognise the skills gaps in industry today and how important it is for companies like ours to help bridge them when implementing vital new technologies for our customers. Nurturing the talent available to us through apprenticeships is central to our long-term success and to our vision of every industrial enterprise successfully harnessing digital technology.” Louise Potts, People and Culture Manager.*

## Our people are the difference (page 5)

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### Charitable and community work

We're keen to support and become involved in community initiatives and charitable work. We do this in the form of sponsorship, fundraising and donations to national and local charities which may be suggested by our employees, and the funding of community projects. All money donated by employees through company charity initiatives are matched by us. In CY20 we raised and donated £23,460 to charities and good causes.

Charity Payments	2018 = £11,203
	2019 = £11,959
	2020 = £23,460

We also encourage our employees to volunteer and will provide 1 paid volunteer day per annum.

## Business ethics and environmental sustainability

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### Ethical supply chain

We strive to engage with local suppliers and businesses where possible to meet the business' operational needs, to support businesses within our area and decrease our carbon footprint. We always conduct business with integrity and respect to human rights, promoting:

- Safety and fair dealing
- Respect toward the consumer or supplier
- Anti-bribery and anti-corruption practices

We are committed to acting ethically and with integrity in all our business dealings and to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in our own business or in any of our supply chains.

The Modern Slavery Act 2015 is focused on tackling human trafficking and slavery, but also introduces an obligation on companies to be more transparent in their dealings with supply chains. We are committed to meeting this obligation in both our business and supply chains, and so all our supplier contracts include an explicit prohibition against the use of forced or trafficked labour. We expect our suppliers to hold their own suppliers to the same high standards.

We also hold the SafeContractor accreditation, so our customers can be assured that we are committed to sustainable and ethical practices and comply with up-to-date health and safety standards.

## Business ethics and environmental sustainability (page 2)

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### Environmental impact

We recognise the need to protect the natural environment. Keeping our environment clean and unpolluted is a benefit to all. We'll always follow best practices when recycling, disposing, and using chemical substances.

We are committed, amongst other initiatives, to:

- efficient printing
- reducing the amount of waste produced by the business
- ensuring that water/electricity is used responsibly by our staff
- recycling materials as extensively as possible
- using technology to lessen the need for travel and reducing our carbon footprint
- using public transport wherever possible when travelling is unavoidable

We are committed to a program of quality assurance that conforms to the ISO9001:2015 standard. We seek to continually improve the effectiveness of this Quality Management System. We have also implemented a formal Environmental Management System – ISO14001:2015. This policy ensures we aim to prevent pollution, minimise waste, promote recycling and, where possible, work with suppliers who themselves have sound environmental policies.

## Business ethics and environmental sustainability (page 3)

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### FY20 Highlights

- ISO9001:14001 maintained
- 7.65% Energy Reduction
- 71% Paper Reduction
- 29.75% Carbon Emissions Reduction

Year	Energy	Paper	Carbon Emissions
2017 - 2018	5.22% Reduction	4% Reduction	4.3% Reduction
2018 - 2019	0.173% Increase	9% Reduction	1.73% Reduction
2019 - 2020	7.65% Reduction	71% Reduction	29.75% Reduction

### Ongoing commitment

We are fully committed to the principle of Corporate Social Responsibility and aim to ensure that no relevant policy decisions are made within the business, without first evaluating the potential Corporate Social Responsibility impact.

# Get in touch

We'd love to hear from you



## Here's how you can contact us

### TELEPHONE

+44 (0)161 495 4600

### SEND A MESSAGE

[CLICK FOR WEBSITE](#)

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